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() - C/SG/NPIC

STUDY OF OL's SERVICE ENVIRONMENT AND WAYS TO ENHANCE OL's IMAGE

QUESTIONS FOR SELECTED AGENCY COMPONENTS

1. What services/support does the Office of Logistics (OL) now provide to your component?
 - a. LOGS personnel to staff engineering, supply and space maintenance positions within NPIC Logistics Division.
 - b. Provides technical guidance and assistance in support of NPIC construction contracts where contracting authority has been delegated to Chief Engineering Branch, Logistics Division, NPIC; provides contracting officer and administrative support for construction contracts which exceed \$500,000 delegated authority.
 - c. Provides support from Supply and Procurement Division in the processing of NPIC requisitions.
 - d. Provides transportation support to support deliveries of material and equipment to and from NPIC.
 - e. Provides liaison support with other government agencies when required for logistical matters.
 - f.
 - g.
 - h.
2. What are your component's perceptions of the quality, timeliness, general responsiveness, and overall value of OL's services and support? Please key your answers to the items in #1 above.
 - a. Logistics personnel provided to NPIC are, for the most part, high-quality personnel. This is particularly true of personnel being provided from RECD. This engineering support has been critical because of the extensive upgrade of the NPIC

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facility. There has been a concurrent effort over the past two years to upgrade the quality of other logistical support, i.e., Supply and Space Maintenance support. In fact, with the creation of a Centralized Supply System, and a sharp focus on maintenance of newly renovated space, this upgraded form of support has become a reality. Unfortunately, in the supply arena, it has only been possible through the augmentation of contractor personnel into the Supply Branch. Action has been initiated to create additional slots for the Supply Branch. However, in the shorter term, what is needed is the assignment of more quality people (Category I) to staff this Branch. While recognizing the difficulty of getting many employees to accept an assignment [] we believe the NPIC Supply Branch has been transformed into a challenging and professional place to work. The assignment of strong personnel from OL is essential to sustain this effort.

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b. also c, d, and e. OL personnel have been very responsive in providing technical guidance and direct support when required to help us accomplish our mission.

c.

d.

e.

f.

g.

h.

3. How could OL improve the services/support it already provides to your component? Please key your answers to #1 and #2 above.

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a. also b, c, d, and e. Provision of good employees -- The transformation of NPIC over the past three years has turned NPIC into a challenging and pleasant place to work. The impression here is that too many OL careerists still feel that NPIC is a punishment-type tour.

b.

c.

d.

e.

f.

g.

h.

4. What additional services/support could OL provide to your component?

Present or near future (specify time-frame desired and coordinations/approvals required; rank in order of priority)

a. Perhaps more assistance in the coordination process with GSA regarding parking or building concerns.

b.

c.

d. We need those things that LIMS was purported to provide i.e., an on-link processing of requisitions, follow-up, and payment of invoices.

e.

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f.

g.

Long-range (specify time-frame desired and coordinations/
approvals required; rank in order of priority)

a.

b.

c.

d.

e.

f.

g.

5. How does your component view OL in terms of courtesy and professionalism? (If contacts involve more than one OL staff or division, please rate each OL component separately or, if preferable, rate according to the service or support rendered.)

a. The component's (NPIC) view of OL is really the view of Logistics Division, NPIC and not main OL. Under current chief, LOGS is considered responsible and professional.

b.

c. The requisition response time is the most frequent complaint of main OL Supply Division/Procurement Division.

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d.

6. What service/support functions of OL are best understood by your component? Least understood?

Best understood (Is additional information needed and by whom?)

- a. Construction support because of intense facility renovation effort.

b.

c.

d.

e.

Least understood (Is additional information needed, and by whom?)

- a. Procurement/Supply and transportation.

b.

c.

d.

e.

7. Do you believe that your component's overall impression of OL is favorable or unfavorable? How could that image be improved?

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NPIC will always judge OL by the quality of personnel assigned to the center. OL's image has been vastly improved over the past three years because of the significant improvement in quality and types of logistical services provided.

8. What other factors (human, organizational, etc.) influence your component's perception of OL? If negative, how can they be changed to a positive perception?
 - a. (See 7)
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
9. Do you have suggestions as to which media could be most effective in communicating to members of your component the totality of support and services OL provides? (E.g., Employee Bulletins, OL newsletter, multi-media presentation, pamphlets, brochures, posters)
 - a. Perhaps OL could schedule periodic presentations on items of interest.

For example:

- (1) Status of new Hqs building.
- (2) Consolidation of Agency components at Hqs. Who goes in? Who steps out? Why?

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b.

c.

d.

e.

f.

10. What training courses attended by your personnel (e.g., EOD courses such as Intro to CIA) would you suggest include additional information about OL people and activities? Please elaborate.

a.

b.

c.

d.

e.

f.

11. What other suggestions, not specifically addressed in this questionnaire, do you have for improving OL's image throughout the Agency?